



GROUP POLICIES & PROCEDURES

GROUP DISCOUNTS

A group discount of 10% is offered to groups of 25 people or more, except on a special charter, where full price is charged, or on specified special event trains, where discounts have already been applied. To qualify, groups must make advance reservations. Payments and all arrangements must be made by one contact person or company. Individual checks or payments will not be accepted. Individuals calling in to reserve under a group name are not considered a group and will not be eligible for a discount. If group count falls below 25 people, regular price will be charged. Group prices include all applicable taxes and gratuity.

PAYMENT OF DEPOSITS and FINAL BALANCE

A 50% non-refundable deposit is required and due on the date indicated on the face of the contract. The final balance is due in full on the date indicated on the face of the contract. A final passenger count must be submitted on the date indicated on the face of the contract, at which time the final balance will be adjusted to reflect the actual passenger count. Additional tickets at the discounted group rate may be purchased on a "space available" basis for all groups after the deadline, but must be paid prior to scheduled departure.

TENTATIVE/DEFINITE BOOKING STATUS

Each Group reservation is considered tentative until the signed group booking contract and payment of the deposit have been received by Fillmore & Western. Once the signed contract and deposit have been received, the booking is considered definite. If the deposit is not paid by the date due and another group books the same date with a signed contract and pays the deposit, the first booking will be forfeited.

MEAL CHOICES

Meal choices for dinner trains, (when applicable) are due on date as stated on contract.

REFUNDS and CANCELLATIONS

All deposits are non-refundable, however if cancellation is necessary and made prior to 30 days before event, deposit is transferable when a future event date is booked for 6 months from original date. Future date must be booked within 60 days of cancellation date. Once the final passenger count has been submitted prior to trip date, any cancellation of an individual within that group will not be refunded or credited. Additions after the final count has been submitted will be allowed only if space is available.

TICKETS

The tour escort or coach driver will pick up group passenger tickets at the ticket office, 364 Main Street, Fillmore, CA 93015. The ticket office is located directly across from the Winery. Tickets/boarding passes must be picked up and distributed to each group participant before boarding the train. The ticket agent will direct escort to boarding area. Groups should plan on arriving no later than 30 minutes before scheduled departure time. Please consult our schedule for departure times, destinations and fares.

PARKING

Motorcoach and individual parking for train passengers is free in Fillmore City Hall Parking lot and surrounding city streets. The east end of City Hall parking belongs to the winery and during special events is sometimes barricaded off and not available for public parking. Motorcoach and individual motorists should map their route using Fillmore City Hall, 250 Central Avenue, Fillmore, CA, 93015 as their destination.